



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**El Paso Telephone Company, The**  
**Fairpoint Communications / The El Paso Telephone Company**  
**for quarter ending December 31, 2012**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.20	4.40	4.20	4.27
B. Operator Answer Time - Information [730.510(a)(1)]	9.40	9.90	9.40	9.57
C. Repair Office Answer Time [730.510(b)(1)]	29.00	29.00	49.00	35.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	56.00	42.00	42.00	46.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.25	1.71	1.55	1.84
H. Percent Repeat Trouble Reports [730.545(c)]	3.70%	4.00%	5.88%	4.53%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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